

Elastic Cloud managed service features

Elastic Cloud gives you the flexibility to run where you want. Deploy our managed service on Google Cloud, Microsoft Azure, or Amazon Web Services, and we'll handle the maintenance and upkeep for you.

	Standard	Gold	Platinum	Enterprise
PLATFORM SERVICES				
Managed Elasticsearch and Kibana	✓	✓	✓	✓
Deployment autoscaling	✓	✓	✓	✓
Same day version availability	✓	✓	✓	✓
Instant access to security patches	✓	✓	✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Deployment templates		✓		✓		✓
Hot-warm-cold architecture, with automated index curation		✓		✓		✓
Hot-warm-cold architecture, with automated index curation and searchable snapshots						✓
Frozen data tier with automated index curation and searchable snapshots						✓
Automated snapshots (configurable, default every 30 minutes)		✓		✓		✓
REST API for deployment management		✓		✓		✓
REST API support in ecctl CLI, Golang SDK, and generated SDKs		✓		✓		✓
Providers: AWS, Azure, Google Cloud		✓		✓		✓
FedRAMP authorized at Moderate Impact level on AWS GovCloud (US) ²		✓		✓		✓
High availability across zones		✓		✓		✓
Console signup with Google Account		✓		✓		✓
Console signup with Microsoft Account		✓		✓		✓
Multi-factor authentication		✓		✓		✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Elastic Cloud SAML single sign-on (SSO)						✓
AWS Marketplace billing integration		✓		✓	✓	✓
Microsoft Azure Marketplace billing integration		✓		✓	✓	✓
Google Cloud Marketplace billing integration		✓		✓	✓	✓
AWS PrivateLink integration		✓		✓	✓	✓
Azure Private Link integration		✓		✓	✓	✓
Google Cloud Private Service Connect integration		✓		✓	✓	✓
Encryption at rest with AWS KMS keys						✓
Encryption at rest with Azure Key Vault keys						✓
Encryption at rest with GCP KMS keys						✓
IP filtering		✓		✓	✓	✓
SOC 2 and CSA Star 2 compliance		✓		✓	✓	✓
HIPAA BAA ready		✓		✓	✓	✓
ISO 27001/27017/27018		✓		✓	✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Real-time root cause analysis and resolution steps		✓		✓		✓
Insights on how to improve performance and stability		✓		✓		✓
Resource utilization visibility		✓		✓		✓
Default data retention		✓		✓		✓
Notifications to alerting and messaging frameworks (Slack, MS teams, PD, custom webhooks, and more)		✓		✓		✓
Customization of events		✓		✓		✓
Stack monitoring						
Full-stack monitoring (including Beats and Logstash)		✓		✓		✓
Multi-stack monitoring		✓		✓		✓
Configurable retention policy		✓		✓		✓
Kibana alerting and actions ⁴		✓		✓		✓
Automatic stack issue alerts		✓		✓		✓
ELASTIC STACK OPERATIONS & MANAGEMENT						

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Evaluating calculated fields at index time		✓		✓		✓
Runtime fields		✓		✓		✓
Lookup runtime fields		✓		✓		✓
Document store (for unstructured)		✓		✓		✓
Columnar store (for analytics)		✓		✓		✓
Doc-values only fields		✓		✓		✓
BKD trees (for numeric, dates, geo)		✓		✓		✓
Flattened field type		✓		✓		✓
Histogram field type		✓		✓		✓
Match only text field type				✓		✓
Shape field type		✓		✓		✓
Vector field type		✓		✓		✓
Version field type		✓		✓		✓
Wildcard field type		✓		✓		✓
Synthetic _source		13		13		13
Data management						

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Snapshot as simple archives		✓		✓		✓
Snapshot lifecycle management		✓		✓		✓
Snapshot-based peer recoveries		✓		✓		✓
Data rollups		✓		✓		✓
Data streams		✓		✓		✓
Data tiers		✓		✓		✓
Data transforms		✓		✓		✓
Index lifecycle management		✓		✓		✓
Data stream lifecycle		✓		✓		✓
Downsampling lifecycle		✓		✓		✓
Stack management						
Data import tutorials		✓		✓		✓
Ingest Node Pipeline Builder UI		✓		✓		✓
Grok Debugger		✓		✓		✓
Upgrade Assistant		✓		✓		✓
Centralized Logstash pipeline management		✓		✓		✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Cluster rebalancing		✓		✓		✓
Advanced cluster rebalancing ¹¹		✓		✓		✓
Cross-region cross-cluster replication						✓
Same-region cross-cluster replication					✓	✓
Cross-environment cross-cluster replication						✓
Cross-region cross-cluster search						✓
Same-region cross-cluster search (legacy certificate based security model / _search only)		✓		✓	✓	✓
Cross-cluster ES QL						✓
Cross-environment cross-cluster search						✓
Dedicated master nodes		✓		✓	✓	✓
Dedicated coordinating nodes		✓		✓	✓	✓
Elastic Stack security						
Secure settings		✓		✓	✓	✓
Data encryption at rest		✓		✓	✓	✓
Encrypted node-to-node communications		✓		✓	✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Native authentication		✓		✓		✓
	Kibana Spaces	✓		✓		✓
	Kibana feature controls	✓		✓		✓
	Kibana subfeature privileges ⁸				✓	✓
	Prelogin access agreement				✓	✓
	API Keys management	✓		✓	✓	✓
	Elasticsearch Token Service	✓		✓	✓	✓
	Single sign-on (SAML, OpenID Connect, Kerberos, JWT)				✓	✓
	Attribute-based access control				✓	✓
	Field- and document-level security				✓	✓
	Advanced security for remote clusters					✓
	Custom authentication and authorization realms				✓	✓
Alerting						
Noise reduction capabilities (e.g., Scheduled Snooze, Muting, Deduping, etc.)		✓		✓		✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Anomaly detection rule types by Machine Learning					✓	✓
Operational rule type for transforms	✓		✓		✓	✓
Search threshold rule types for Discover	✓		✓		✓	✓
Case Management	✓		✓		✓	✓
Case user assignment					✓	✓
Elastic Connectors (e.g., Server Log and Index)	✓		✓		✓	✓
Connectors (Actions) (e.g., email, webhook, Jira, MS Teams, PagerDuty, Slack, Tines, Torq, Swimlane, D3 Security, xMatters)			✓		✓	✓
Connectors (Actions) (e.g., OpsGenie, IBM Resilient, ServiceNow®, Cases, TheHive, XSOAR)					✓	✓
Connectors (Actions) (e.g., OpenAI, Amazon Bedrock, Google Gemini, Sentinel One, CrowdStrike, AI Connector, Microsoft Defender for Endpoint)						✓
Watcher	✓		✓		✓	✓
Clients						

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Query DSL		✓		✓		✓
Console		✓		✓		✓
JDBC client						✓
ODBC client						✓
Tableau Connector						✓
Localized UI						
English		✓		✓		✓
Chinese (Simplified)		✓		✓		✓
French		✓		✓		✓
Japanese		✓		✓		✓
Custom plugins						
Custom plugins				✓		✓
SEARCH & ANALYSIS						
Full-text search						
Relevance scoring		✓		✓		✓

	Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺	
Corrections			✓			✓		✓
Suggestions			✓			✓		✓
Percolations			✓			✓		✓
Async search			✓			✓		✓
Results pinning			✓			✓		✓
Query profiler			✓			✓		✓
Dynamically updateable synonyms			✓			✓		✓
Similarity functions for vector fields			✓			✓		✓
Vector search			✓			✓		✓
Reciprocal Rank Fusion (RRF) for hybrid search								✓
Synonym management			✓			✓		✓
Query Rules								✓
Learning to Rank								✓
Retrievers: linear, rule, RRF, text similarity re-ranker								✓
Retrievers: Standard, kNN, pinned, rescorer			✓			✓		✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Aggregations		✓			✓	✓
Boxplot aggregation		✓			✓	✓
Cumulative cardinality aggregation		✓			✓	✓
Geoline aggregation					✓	✓
Geoshape aggregations					✓	✓
Geohexgrid aggregations		✓			✓	✓
Geogrid query		✓			✓	✓
Moving percentiles aggregation		✓			✓	✓
Multi terms aggregation		✓			✓	✓
Normalize aggregation		✓			✓	✓
Range aggregation over histogram fields					✓	✓
Random sampler aggregation		✓			✓	✓
Rate aggregation		✓			✓	✓
Significant terms aggregation p-value score		✓			✓	✓
String stats aggregation		✓			✓	✓
Top metrics aggregation		✓			✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Vector tiles API		✓		✓		✓
Query languages						
Elasticsearch SQL APIs		✓		✓		✓
Event Query Language (EQL)		✓		✓		✓
ES QL (Elasticsearch Query Language)		✓		✓		✓
Cross-cluster ES QL						✓
MACHINE LEARNING						
Data exploration for machine learning						
Data Visualizer		✓		✓		✓
File upload wizard		✓		✓		✓
Data drift					✓	✓
Dashboard embeddables			✓		✓	
Anomaly detection						
Single metric and multi-metric					✓	✓
Population/entity analysis					✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺	
Root cause indication						✓	✓
Forecasting on time series						✓	✓
DST support			✓			✓	✓
Data frame analysis							
Outlier detection						✓	✓
Regression						✓	✓
Classification						✓	✓
Feature importance						✓	✓
Inference and model management							
Language identification		✓		✓		✓	✓
Third party model management, for ML nodes						✓	✓
Kibana Space access to models						✓	✓
Elastic Learned Sparse Encoder (ELSER) - packaged for ML nodes						✓	✓
e5 - packaged for ML nodes						✓	✓
Elastic Rerank							✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
e5, Elastic Rerank, Elastic managed LLM)						✓
Inference API - support for third party and self managed embeddings, reranking and LLM providers						✓
AIOps						
Explain log rate spikes					✓	✓
Log Pattern Analysis					✓	✓
Change Point Detection					✓	✓
ELASTICSEARCH						
Search server	✓		✓		✓	✓
Search management UI	✓		✓		✓	✓
Search stack monitoring	✓		✓		✓	✓
Dashboards for web and search analytics	✓		✓		✓	✓
Dev Console	✓		✓		✓	✓
Elastic AI Assistant						✓
Content Management						
Content management UI		✓		✓		✓

Extraction Service (Beta)			✓	✓
Machine Learning / AI				
Third party model management			✓	✓
Elastic Learned Sparse Encoder (ELSER) - packaged for ML nodes			✓	✓
e5 - packaged for ML nodes			✓	✓
Elastic Rerank				✓
Elastic inference service (ELSER, Elastic managed LLM) ¹⁵				✓
Inference API - Elastic managed (ELSER, e5, Elastic Rerank, Elastic managed LLM)				✓
Inference API - support for third party and self managed embeddings, reranking and LLM providers				✓
Playground				✓
Query and relevance				
Elasticsearch query DSL	✓	✓	✓	✓
ES QL (Elasticsearch Query Language)	✓	✓	✓	✓
ES QL Lookup Joins	✓	✓	✓	✓

Products

Solutions

Why Elastic?

Resources

Pricing

Docs

Q🚀

Similarity functions for vector fields	✓	✓	✓	✓
Synonym management	✓	✓	✓	✓
Reciprocal Rank Fusion (RRF) for hybrid search				✓
Query Rules				✓
Learning to Rank (LTR)				✓
Search Applications (beta)				✓

Clients

Language clients (open source)	✓	✓	✓	✓
Search UI (open source)	✓	✓	✓	✓
AI ecosystem client integrations (open source)	✓	✓	✓	✓
Web and search analytics client (Beta)	✓	✓	✓	✓

Security

Encrypted communications	✓	✓	✓	✓
Role-based access control	✓	✓	✓	✓
Single sign-on (SAML, OpenID Connect, Kerberos, JWT)			✓	✓

DATA INGEST & TRANSFORMATION

Ingest products & features				
Filebeat, Metricbeat, Winlogbeat, Packetbeat ¹⁰ , Heartbeat, Auditbeat, real browser-based synthetic monitoring agent (Beta)	✓	✓	✓	✓
Functionbeat	✓	✓	✓	✓
Logstash	✓	✓	✓	✓
ES-Hadoop	✓	✓	✓	✓
File import wizard	✓	✓	✓	✓
Auto Import (Tech Preview)				✓
Fleet				
Fleet Server	✓	✓	✓	✓
Fleet app	✓	✓	✓	✓
Fleet integrations	✓	✓	✓	✓
Elastic Agent	✓	✓	✓	✓
Selective agent binary updates	✓	✓	✓	✓
Scheduled agent binary upgrades		✓	✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Selective agent unenrollment		✓		✓		✓
Per Policy output assignment				✓		✓
Per Integration output assignment						✓
Reusable Integration policies						✓
Fleet Space Awareness						✓
Fleet Multi-Cluster support						✓

Data sources - For a full list of integrations available, check out our [Integrations page](#).

Abuse.ch	✓	✓	✓	✓
Audit system data	✓	✓	✓	✓
Cisco Firepower	✓	✓	✓	✓
Check Point Firewall	✓	✓	✓	✓
Cloudflare	✓	✓	✓	✓
CrowdStrike Falcon	✓	✓	✓	✓
Fortinet Fortigate	✓	✓	✓	✓
File Integrity Monitoring	✓	✓	✓	✓
Google Workspace	✓		✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Network Packet Capture		✓		✓		✓
NetFlow and IPFIX		✓		✓		✓
Okta		✓		✓		✓
Palo Alto Networks Cortex XDR		✓		✓		✓
Palo Alto Networks Firewalls		✓		✓		✓
SentinelOne		✓		✓		✓
Tenable		✓		✓		✓
Zscaler		✓		✓		✓
Data transformation						
Index time enrichment		✓		✓		✓
Processors		✓		✓		✓
Analyzers		✓		✓		✓
Tokenizers		✓		✓		✓
Filters		✓		✓		✓
Filter on ANN - vector Search		✓		✓		✓
Grok		✓		✓		✓

Products

Solutions

Why Elastic?

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Q🚀

Circle ingest processor	✓	✓	✓	✓
Match and geo-match enrich processor ⁹	✓	✓	✓	✓
Support for MaxMind commercial databases				✓
Support for IPinfo commercial databases				✓
Redact ingest processor			✓	✓

Elastic Common Schema

Elastic Common Schema	✓	✓	✓	✓
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Content Integrations¹⁴

Elastic open web crawler	✓	✓	✓	✓
Connector Framework	✓	✓	✓	✓
Connector API	✓	✓	✓	✓
Elastic Azure Blob Storage connector	✓	✓	✓	✓
Elastic Box connector	✓	✓	✓	✓
Elastic Confluence Cloud & Server connector	✓	✓	✓	✓
Elastic Confluence Data Center connector	✓	✓	✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Elastic Gmail connector		✓		✓		✓
Elastic Google Cloud Storage connector		✓		✓		✓
Elastic Google Drive connector		✓		✓		✓
Elastic GraphQL connector		✓		✓		✓
Elastic Jira Cloud & Server connector		✓		✓		✓
Elastic Jira Data Center connector		✓		✓		✓
Elastic MongoDB connector		✓		✓		✓
Elastic Microsoft SQL connector		✓		✓		✓
Elastic MySQL connector		✓		✓		✓
Elastic Network Drive connector		✓		✓		✓
Elastic Notion connector		✓		✓		✓
Elastic OneDrive connector		✓		✓		✓
Elastic Oracle connector		✓		✓		✓
Elastic Outlook connector		✓		✓		✓
Elastic PostgreSQL connector		✓		✓		✓
Elastic Redis connector		✓		✓		✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Elastic ServiceNow connector		✓			✓	✓
Elastic SharePoint Online connector		✓			✓	✓
Elastic SharePoint Server connector		✓			✓	✓
Elastic Slack connector		✓			✓	✓
Elastic Teams connector		✓			✓	✓
Elastic Zoom connector		✓			✓	✓

DATA EXPLORATION & VISUALIZATION

Visualizations

Time series		✓			✓	✓
Geo		✓			✓	✓
Metrics		✓			✓	✓
Tables		✓			✓	✓
Tag cloud		✓			✓	✓
Custom (Vega)		✓			✓	✓
Lens		✓			✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Dashboards		✓		✓		✓
Drilldown between dashboards		✓		✓		✓
Drilldown to URL				✓		✓
Discover		✓		✓		✓
Field statistics (Beta)		✓		✓		✓
Console		✓		✓		✓
Kibana query autocomplete		✓		✓		✓
Kibana runtime fields editor		✓		✓		✓
Run search sessions in background		✓		✓		✓
Graph analytics						✓
Data views		✓		✓		✓
Share & collaborate						
Embeddable dashboards		✓		✓		✓
Anonymous access control (public sharing)		✓		✓		✓
CSV exports		✓		✓		✓
PDF and PNG reports				✓		✓

Products

Solutions

Why Elastic?

Resources

Pricing

Docs

Q🚀

Kibana Spaces	✓	✓	✓	✓
Custom banners		✓	✓	✓
Object export UI & APIs	✓	✓	✓	✓
Tags	✓	✓	✓	✓
Navigational search	✓		✓	✓

ELASTIC OBSERVABILITY

Observability overview	✓	✓	✓	✓
User Experience overview	✓	✓	✓	✓
Curated ad hoc data exploration	✓	✓	✓	✓
Service Level Objectives (SLOs)			✓	✓
Kibana alerting and actions ⁴	✓	✓	✓	✓
Universal Profiling	✓	✓	✓	✓
Elastic AI Assistant				✓
LLM Observability	✓	✓	✓	✓

ELASTIC APM³

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Jaeger intake		✓		✓		✓
OpenTelemetry intake for traces and metrics ⁶		✓		✓		✓
APM app		✓		✓		✓
Distributed tracing		✓		✓		✓
Service maps					✓	✓
Correlations					✓	✓
Synthetic _source for APM indices		13		13		13
LLM tracing		✓		✓		✓
APM language support						
Java		✓		✓		✓
.NET		✓		✓		✓
Go		✓		✓		✓
Ruby		✓		✓		✓
RUM (JavaScript)		✓		✓		✓
PHP		✓		✓		✓
Python		✓		✓		✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Elastic Logs and Metrics		✓		✓		✓
Kibana alerting and actions ⁴		✓		✓		✓
Machine learning					✓	✓
Synthetic _source for Profiling indices		13		13		13

ELASTIC LOGS						
Log shipper (Filebeat)		✓		✓		✓
Dashboards for common data sources		✓		✓		✓
Logs app		✓		✓		✓
Logsdbs indices for logs		✓		✓		✓
Synthetic _source for logsdbs indices		13		13		13
Custom routing on sort fields for logsdbs						✓

Integrations

Elastic Uptime and APM		✓		✓		✓
Kibana alerting and actions ⁴		✓		✓		✓
Log categorization					✓	✓


ELASTIC METRICS				
Metric shipper (Metricbeat)	✓	✓	✓	✓
Dashboards for common data sources	✓	✓	✓	✓
Metrics app	✓	✓	✓	✓
Time series indices for metrics (TSDS)	✓	✓	✓	✓
Synthetic _source for time series indices	13	13	13	✓
Downsampling	✓	✓	✓	✓

Integrations

Elastic Logs, APM, Synthetic Monitoring Private Locations	✓	✓	✓	✓
Kibana alerting and actions ⁴	✓	✓	✓	✓
Machine learning			✓	✓

ELASTIC SYNTHETIC MONITORING				
Synthetic Monitoring UI	✓	✓	✓	✓
Project Monitors	✓	✓	✓	✓
Managed Test Execution Service ¹²	✓	✓	✓	✓

ELASTIC SECURITY				
Elastic Common Schema	✓	✓	✓	✓
Extended detection & response (XDR)	✓	✓	✓	✓
Security information and event management (SIEM)	✓	✓	✓	✓
Host security analysis	✓	✓	✓	✓
Network security analysis	✓	✓	✓	✓
User security analysis	✓	✓	✓	✓
Timeline event explorer	✓	✓	✓	✓
Case management	✓	✓	✓	✓
Detection engine (e.g., correlation, indicator match, threshold)	✓	✓	✓	✓
Prebuilt detection rules	✓	✓	✓	✓
Prebuilt detection rules import/export	✓	✓	✓	✓
Prebuilt detection rules customization				✓
Detection alerts suppression			✓	✓
Detection alert external actions		✓	✓	✓

	Products	Solutions	Why Elastic?	Resources	Pricing	Docs	
Attack Discovery							✓
Malware prevention			✓		✓	✓	✓
Admin-defined endpoint blocklist			✓		✓	✓	✓
Ransomware prevention						✓	✓
Malicious behavior protection						✓	✓
Memory threat protection						✓	✓
Self-healing						✓	✓
Host Isolation						✓	✓
Interactive response console							✓
Tamper protection					✓	✓	✓
Elastic AI Assistant							✓
Threat intelligence management							✓
Threat Intelligence Platform (TIP)							✓
Customizable on-endpoint protection notifications						✓	✓
Cloud and Kubernetes Security Posture Management (K/CSPM)			✓		✓	✓	✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Elastic Agent		✓			✓	✓
Elastic APM		✓			✓	✓
IPinfo Commercial Database					✓	
Elastic Maps		✓			✓	✓
Osquery Manager		✓			✓	✓
Network Packet Capture ¹⁰		✓			✓	✓
Threat intelligence feeds and platforms		✓			✓	✓
Machine learning					✓	✓
Kibana Alerts and Actions ⁴		✓			✓	✓
Response actions on 3rd-party endpoint solutions					✓	
Atlassian Jira					✓	✓
Swimlane SOAR					✓	✓
IBM Resilient					✓	✓
ServiceNow ITOM, ITSM, SecOps					✓	✓
Generative AI Connector for Open AI, Azure Open AI, AWS Bedrock, Google Vertex AI						✓

Products	Solutions	Why Elastic?	Resources	Pricing	Docs	Q ⁺
Base layer maps	✓	✓	✓	✓	✓	✓
Maps app						
Shapefile and GeoJSON upload	✓	✓	✓	✓	✓	✓
Multiple layers	✓	✓	✓	✓	✓	✓
Native vector tile support	✓	✓	✓	✓	✓	✓
Layer-based filtering	✓	✓	✓	✓	✓	✓
Client-side styling	✓	✓	✓	✓	✓	✓
Individual points and shapes	✓	✓	✓	✓	✓	✓
Tracking alerts		✓	✓	✓	✓	✓
Containment alerts			✓	✓	✓	✓
Embed maps in dashboard	✓	✓	✓	✓	✓	✓
Embed maps in Canvas	✓	✓	✓	✓	✓	✓
Geo-threshold alerts			✓	✓	✓	✓
Display up to 24 zoom levels	✓	✓	✓	✓	✓	✓
Custom raster and vector tile service support	✓	✓	✓	✓	✓	✓

SUPPORT				
Support level	Limited	Base	Enhanced	Premium
Support coverage		Business hours	24/7/365	24/7/365
Target initial response time		Urgent: 4 business hours High: 1 business day Normal: 2 business days	Urgent: 1 hour High: 4 hours Normal: 1 business day	Urgent: 30 minutes High: 4 hours Normal: 1 business day
Unlimited # of incidents		✓	✓	✓
Support contacts ⁷	2	6	8	8
Ticket-based support	✓	✓	✓	✓
SLA-based support		✓	✓	✓

² Elastic Cloud subscriptions on AWS GovCloud (US) are only available annually at this time (not monthly).

³ Elastic APM is not supported on Elastic Cloud Standard when purchased through the AWS Marketplace.

⁴ Refer to the Alerting section (Kibana Alerts and Kibana Actions items) for further details. Alerting rules based on anomaly detection or SLOs are only available on Platinum and Enterprise tiers.

⁵ [Elastic Maps Service - Terms of Service](#)

⁶ There are two options for OpenTelemetry intake: native support of the OpenTelemetry protocol directly into APM Server (experimental), and the Elastic exporter on the OpenTelemetry collector, which is the recommended approach. If you choose the latter, note that Elastic Cloud does not host the Elastic exporter on the OpenTelemetry collector exporter, refer to [documentation](#) to set one up adjacent to your applications.

⁷ Elastic Certified Professionals can be added as additional Support contacts on paid subscriptions at no additional charge.

⁸ Access to administering Kibana subfeature privileges start at the Gold tier and are available on a per-feature basis matching the feature’s subscriptions tier.

⁹ [Elastic GeoIP Database Service Agreement](#)

¹⁰ Re-distributing the Windows release of Packetbeat and the Network Packet Capture agent integration for Windows hosts requires an additional license to npcap, a Windows packet sniffing library, that may be obtained from nmap.org.

¹¹ Advanced cluster rebalancing is based on observed data stream write loads described in cluster-level shard allocation.

Workplace Search, Elastic web crawler or native connectors. For more details on discontinued products, please consult our [product subscription archive](#).

¹⁵ Additional usage charges apply.

The list above reflects the features available in the latest version of the Elastic Stack. Any features or functions of services or products referenced on this page or other pages, or in any presentations, press releases or public statements, which are not currently available or not currently available as a GA release, may not be delivered on time or at all. The development, release, and timing of any features or functionality described for our products remains at our sole discretion. Customers who purchase our products and services should make the purchase decisions based upon services and product features and functions that are currently available.

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